


MEMORANDUM
IDAHO DEPARTMENT OF LABOR



Date: 08/29/00

TO: All Local Workforce Investment Areas

FROM: CHERYL BRUSH 
Workforce Systems Bureau

SUBJ: Technical Assistance Available to One Stops for Serving Customers With Disabilities

The Employment and Training Administration, the Office of the Assistant Secretary for Administration and Management and the Civil Rights Center recognize the need for technical assistance on the provision of services to customers with disabilities under the new workforce investment system. They have entered into an agreement with the Office of Special Education and Rehabilitation Services to provide technical assistance through Disability Business and Technical Assistance Centers (DBTACs).

Such technical assistance includes assistance in compliance with the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, as amended, the disability-related aspects of Section 188 of WIA and implementing regulations, 29 CFR, Part 37.

The attached Training And Employment Information Notice (TEIN) no. 25-99 provides more information on this agreement and the types of assistance available. Also included is a fact sheet on the DBTACs and a list of the ten regional centers, providing contact names, addresses, phone numbers and email addresses.

U. S. Department of Labor Employment and Training Administration Washington, D.C. 20210	CLASSIFICATION DBTACs
	CORRESPONDENCE SYMBOL OAS
	DATE June 14, 2000

TRAINING AND EMPLOYMENT INFORMATION NOTICE NO. 25-99

TO: ALL STATE WORKFORCE LIAISONS
ALL STATE WORKER ADJUSTMENT LIAISONS
ALL STATE EMPLOYMENT SECURITY AGENCIES
ALL ONE-STOP CAREER CENTER SYSTEM LEADS

FROM: LENITA JACOBS-SIMMONS
Deputy Assistant Secretary



SUBJECT: Technical Assistance Available to the Workforce Investment System
from Regional Disability and Business Technical Assistance Centers
(DBTACs) on Serving Customers with Disabilities

1. Purpose. To provide information on the availability of technical assistance from regional DBTACs.
2. References. Training and Employment Information Notice (TEIN) No. 16-99 dated April 12, 2000; TEIN No. 18-99 dated May 4, 2000, and TEIN No. 21-99 dated May 26, 2000.
3. Background. The major restructuring of the workforce investment system envisioned under the Workforce Investment Act (WIA) of 1998 partners numerous Federal programs including, adult literacy, welfare-to-work and vocational rehabilitation programs, and represents significant devolution of authority to the State and local areas. This landmark legislation poses many opportunities to address the concerns of the disability community.

The Employment and Training Administration (ETA) and the Office of the Assistant Secretary for Administration and Management (OASAM), Civil Rights Center (CRC) have recognized that, for individuals with disabilities to realize full potential under this new workforce investment system, there is a pressing need for technical assistance on how to serve this customer group.

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IDAHO DEPT. OF LABOR
DIRECTOR

This includes technical assistance to enable covered entities to comply with the Americans with Disabilities Act (ADA) of 1990, section 504 of the Rehabilitation Act of 1973, as amended, the disability-related aspects of WIA section 188 (which relates to the nondiscrimination and equal opportunity requirements of WIA), and their implementing regulations (see TEIN No. 16-99 for the full text of these regulations). In particular, the technical assistance will help these entities to ensure physical and programmatic access to One-Stop delivery systems.

With this in mind, ETA and OASAM have entered into an Interagency Agreement with the Office Special Education and Rehabilitation Services (OSERS) to obtain the services and expertise of regional technical assistance grantees funded by OSERS' National Institute on Disability Rehabilitation Research (NIDRR). These grantees, known as Disability Business and Technical Assistance Centers, provide technical assistance to public and private entities on the ADA, section 504 and other disability-related laws and regulations.

ETA has transferred \$300,000 to OSERS so that the DBTACs can develop and implement training to the workforce development system and supplement their ongoing activities and expertise in providing similar training to public or private organizations. In addition, OSERS will contribute \$300,000 to support this project. The DBTACs' technical assistance efforts under this agreement will be guided by a coordinated interagency process to facilitate and assure cross-communication in the design and delivery of their activities. The Agreement is effective June 1, 2000 through May 31, 2001.

4. Information on DBTACs. The DBTACs, which have been established in ten regional areas under their grant relationship with NIDRR, are available to provide training and technical assistance to State and Local Workforce Investment Boards, One-Stop delivery system, and One-Stop partner staff through their participation in workforce conferences and on-site at One-Stop Centers or satellite offices. Attachments to this TEIN provide more detailed information on regional DBTACs, a Fact Sheet on their mission and goals under their grant with NIDRR, and the specific contact for each region under the Interagency Agreement.

Among other activities under the Agreement, DBTACs have agreed to:

- ▶ work in coordination with CRC, to develop training and technical assistance to the One-Stop delivery system on the application of the ADA, section 504 of the Rehabilitation Act, the disability-related provisions of WIA section 188, and their implementing regulations at 29 CFR Part 37;
- ▶ develop guidance on assessing, achieving and maintaining program and physical access in the One-Stop delivery system environment; and
- ▶ include basic information and referral to the workforce investment system on related issues such as disability awareness and the role of assistive technology in achieving program access.

ETA will make every effort to link the DBTACs with planned conferences and other activities of the workforce investment system.

Please note that the DBTACs are not responsible for the enforcement of the section 188 interim final regulations, the ADA, or other relevant laws or regulations. The information, materials, and/or technical assistance they provide are intended for informational guidance, and are neither determinate of legal rights or responsibilities under applicable laws nor binding on any agency with enforcement responsibilities.

5. Action Required. States are requested to distribute copies of this TEIN, with attachments, to each Local Workforce Investment Board, to each of their open or planned One-Stop Centers, and to State and local partners of the One-Stop delivery system. States are also requested to consider inclusion of DBTAC representation and/or presentations at regional, State and local conferences.

6. Inquiries. Questions regarding this TEIN and the DBTACs may be directed to Scherrone Dunham (ETA) at (202) 219-5500 x 125, Everette "Bud" West (CRC) at (202) 219-8927, or Dave Esquith (DOEd/OSERS/NIDRR) at (202) 205-8801. Additional disability-related information and resources are also available at: <http://wdsc.org/disability>.

7. Attachments.

A. Fact Sheet

B. Regional Disability Business and Technical Assistance Centers (DBTACs)

Fact Sheet: Disability and Business Technical Assistance Centers (DBTACs)

The United States Department of Education's
National Institute of Disability and Rehabilitation Research (NIDRR) funds ten regional
Disability and Business Technical Assistance Centers (DBTACs)

DBTAC Mission

- Facilitate voluntary and effective compliance with the Americans with Disabilities Act of 1990

DBTAC Goals

- Promote the successful implementation of the Americans with Disabilities Act by providing technical assistance and training on all titles of the Act
- Increase public awareness about the benefits of ADA compliance
- Develop and support local and state affiliates that provide technical assistance on the ADA
- Enhance existing national, regional, and local ADA efforts
- Undertake outreach initiatives to minority populations affected by the law
- Identify ADA issues for research and development

DBTAC Core Services

- Provide answers to technical questions via a national toll-free hotline--
1-800-949-4232 V/TTY
 - ADA requirements are explained to anyone who contacts the Centers (including entities with responsibilities and people with protections under the law) and complex questions are researched using regulations, policy letters, administrative rulings, and other supporting materials/resources
 - All calls are confidential and automatically routed to the DBTAC that serves the state where the call originates
- Distribute accurate and current information/materials to regional service area through mailings, regional newsletters, web sites, listservs, conferences, exhibits, and state-of-the-art teleconferences
- Provide training programs with up-to-date information on the ADA and its implementation tailored to meet specific customer needs
- Provide referrals for specialized expertise through an extensive resource database

General information about the DBTACs

- Furnish service to customers since 1991 (through 2001)
- Earn five-year competitive grant awards

- Work closely with Federal agencies responsible for interpreting and enforcing the ADA (long-standing relationship with EEOC, DOJ, and the Access Board)
- Participate in biannual project directors' meetings in Washington, DC to be apprised of the latest developments in the law and collaborate on common goals
- Receive in-depth training from the DOJ, EEOC, and the Access Board
- Exist within a variety of settings - universities, private businesses, disability organizations and state government
- A Program Assistance Coordinator (PAC), also funded by NIDRR, provides support services to all 10 Centers

1998 Program Outcomes*

- **Fielded over 92,000 ADA-related inquiries on the toll-free number**
 - Technical Assistance staff averaged over 7, 500 calls per month on the "800" line
 - 82% of these calls were answered by a person; 7% got a busy signal or an answering machine (11% used other methods to contact the DBTACs)
- **Provided more than 157,000 technical assistance answers and referrals to customers**
 - 83% of callers said their awareness of the ADA had increased due to their contact with the DBTACs
- **Trained 86,000 people nationwide on various titles of the ADA in 2,600 separate training sessions**
 - Training staff averaged 216 training sessions to over 7,100 people per month
- **Disseminated more than 1,000,000 ADA related materials**
 - DBTAC staff disseminated on average over 90,000 publications per month
 - 77% received requested materials in 7 days or less
 - 83% of those who received materials stated they were very useful
 - 86% said these material would help them apply the ADA
- **88% of the individuals rated their overall satisfaction with the service received from the DBTACs as "very satisfied" or "satisfied"**

*Includes information from the seventh year ADA Technical Assistance Program Report and the 1998 AIMS postcard survey aggregate analysis (responses to random sampling of 1800 customers who received material mailings over three quarters in 1998)

The DBTACs are authorized by NIDRR to provide information, materials, and technical assistance to individuals and entities that are covered by the ADA. NIDRR is not responsible for the enforcement of the ADA. The information, materials, and/or technical assistance are intended solely as informational guidance, and are neither a determination of legal rights or responsibilities under the act, nor binding on any agency with enforcement responsibilities under the ADA.

Adapted from information developed by the SEDBTAC - 7/99.

**REGIONAL DISABILITY BUSINESS
AND TECHNICAL ASSISTANCE CENTERS (DBTACs)**

National toll-free number connects you to the DBTAC serving the area you are calling
from: **800-949-4232 (V/TTY)**

DBTAC Regional Contacts	Address	Telephone/FAX/E-mail
Valerie Fletcher Project Director DBTAC - Region I New England	New England ADA Technical Assistance Center Adaptive Environments 374 Congress St., Suite 301 Boston, MA 02210	617-695-1225 x 26 (V/TTY) 617-482-8099 (FAX) vfletcher@adaptenv.org
Andrea Haenlin-Mott Co-Project Director DBTAC - Region II Northeast	Northeast DBTAC Cornell University 107 ILR Extension Ithaca, NY 14850	607-255-8348 (V) 607-255-2891 (TTY) 607-255-2763 (FAX) ah45@cornell.edu
Marian Vessels Project Director DBTAC - Region III Mid-Atlantic	Mid-Atlantic ADA Information Center Transcen, Inc. 451 Hungerford Drive, Suite 607 Rockville, MD 20850	301-217-0124 (V/TTY) 301-217-0754 (FAX) mvessels@transcen.org
Shelley Kaplan Project Director DBTAC - Region IV Southeast	Southeast DBTAC United Cerebral Palsy Assoc. Center for Rehabilitation Technology at Georgia Tech 490 Tenth Street Atlanta, GA 30318	404-385-0636 (V/TTY) 404-385-0641 (FAX) se-dbtac@mindspring.com
Robin Jones Project Director DBTAC - Region V Great Lakes	Great Lakes DBTAC University of Illinois - Chicago Dept. on Disability & Human Development 1640 West Roosevelt Road Chicago, IL 60608	312-996-1059 (V/TTY) 312-413-1856 (FAX) guiness@uic.edu
Wendy Wilkinson Project Director DBTAC - Region VI Southwest	Southwest DBTAC Independent Living Research Utilization 2323 S. Shepherd Blvd, Suite 1000 Houston, TX 77019	713-520-0232 (V/TTY) 713-520-5785 (FAX) wendy@ilru.org

DBTAC Regional Contacts	Address	Telephone/FAX/E-mail
Jim de Jong Project Director DBTAC - Region VII Great Plains	Great Plains DBTAC ADA Project 100 Corporate Lake Drive Columbia, MO 65203	573-882-3600 (V/TTY) 573-884-4925 (FAX) dejongj@missouri.edu
Joyce Maynard Hume Project Director DBTAC - Region VIII Rocky Mountain	Rocky Mountain ADA Technical Assistance Center Meeting the Challenge, Inc. 3630 Sinton Road, Suite 103 Colorado Springs, CO 80907	719-444-0268 (V/TTY) 719-444-0269 (FAX) endrphn@mtc-inc.com
Erica C. Jones Project Director DBTAC - Region IX Pacific	Pacific DBTAC California Public Health Institute 2168 Shattuck Avenue, Suite 301 Berkeley, CA 94704-1307	510-848-2980 (V) 510-848-1840 (TTY) 510-848-1981 (FAX) <u>adatech@pdbtac.com</u>
Toby Olson Project Director DBTAC - Region X Northwest	Northwest DBTAC Washington State Governor's Committee on Disability Issues & Employment PO Box 9046, MS: 6000 Olympia, WA 98507-9046	360-438-3168 (V) 360-438-3167 (TTY) 360-438-3208 (FAX) tolson2@esd.wa.gov